

CalPERS EFFECTIVENESS MEASURES
Second Quarter
Fiscal Year 2005 – 2006

Service Costing

In the Second Quarter of Fiscal Year 2005-2006, a total of 12,441 requests were processed. The following items affected the Service Costing Section over the past quarter:

- Backlog Reduction: Cases older than 30-days were the focus of Service Costing staff during Second Quarter 2005-2006. The backlog should be eliminated by March 31, 2006.
- Special Projects: system testing and implementation, and training of new staff continue to impact the workload.

Retirement Estimates

In the Second Quarter of 2005-2006, approximately 7,552 estimates were received each month. An average of 78% of these estimates were completed within 5 days, and an average of 93% were completed within 30 days. Customized requests, special projects, meetings, new staff training, system problems, and an increase in work volumes affected the overall production and completion of the estimate workload.

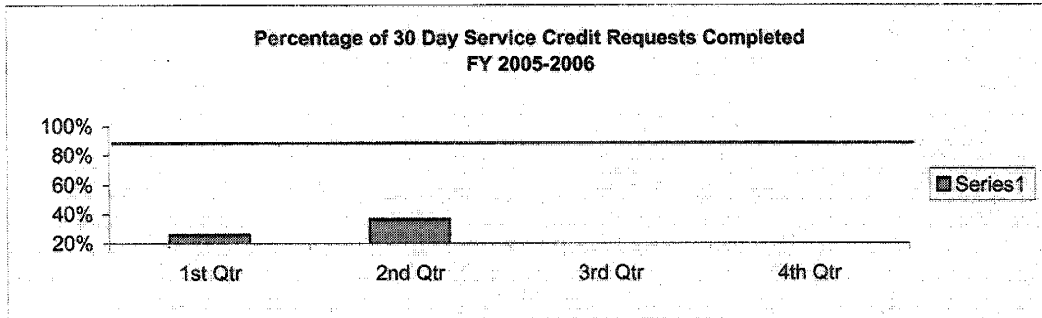
- Special Projects (include but not limited to): Channel Management Strategy, Pension System Resumption Project, Alternate Retirement Plan testing, SARP Project, service request preparation and testing, statistical database gathering, disaster recovery, legislative changes, and other system issues.
- Customized requests: Employers are offering special incentive programs to employees who are eligible to retire, which has increased the demand for retirement estimates.
- Work volumes via the web: from October 1, 2005 to December 31, 2005, the Estimate Unit received 2,341 estimate requests via the web, averaging 780 a month.

CALPERS EFFECTIVENESS MEASURES

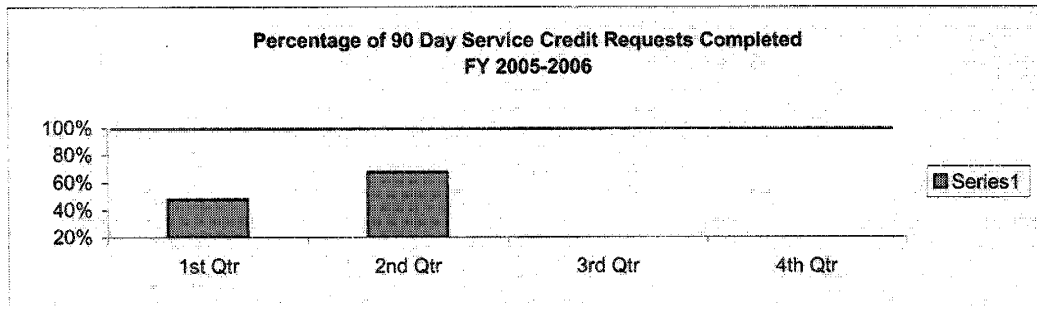
SERVICE CREDIT PURCHASE COSTING REQUEST

Title: Service Credit Purchase Costing Request

Goal: 90% of all Service Credit Purchase Costing requests will be completed within 30 days of receipt. The remaining 10% that require payroll compensation intervention will be completed within 90 days of receipt.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2002-2003	30 Day Actual	57%	70%	83%	97%	77%
2003-2004	30 Day Actual	96%	68%	47%	38%	62%
2004-2005	30 Day Actual	29%	29%	39%	40%	34%
2005-2006	30 Day Actual	26%	37%			31%
	30 Day Baseline	90%	90%	90%	90%	90%



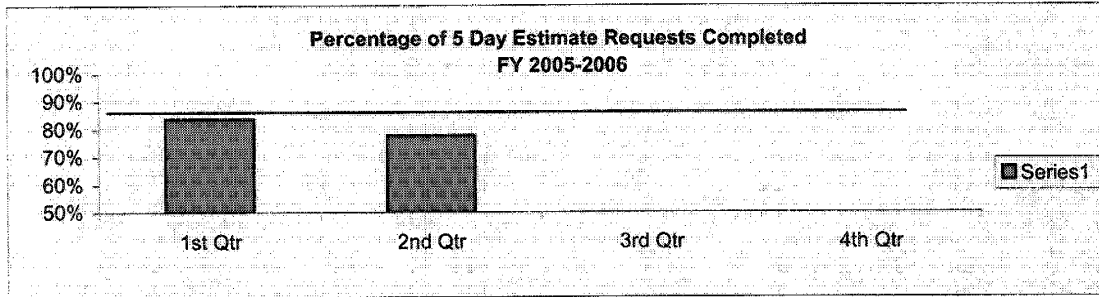
FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2002-2003	90 Day Actual	80%	82%	84%	94%	85%
2003-2004	90 Day Actual	99%	98%	77%	60%	84%
2004-2005	90 Day Actual	67%	31%	66%	62%	57%
2005-2006	90 Day Actual	48%	67%			57%
	90 Day Baseline	100%	100%	100%	100%	100%

FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2004-2005	Combined	13,696	21,086	18,118	10,954	15,964
	Processed in 30 Days	3,955	6,219	7,302	4,408	5,471
	Processed in 90 Days	550	383	5,681	2,311	2,231
	Processed > 90 Days	9,191	14,484	5,135	4,235	8,261
2005-2006	Combined	12,379	12,441			12,410
	Processed in 30 Days	3,194	4,507			3,851
	Processed in 90 Days	2,723	3,880			3,302
	Processed > 90 Days	6,462	4,054			5,258

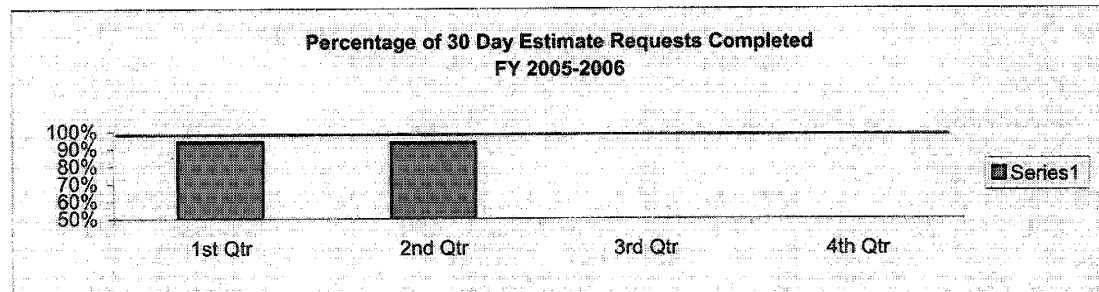
CALPERS EFFECTIVENESS MEASURES RETIREMENT ESTIMATES

Title: Retirement Estimates

Goal: 90% of all requests for retirement estimates will be completed within 5 days of receipt. The remaining 10% that require manual calculation will be completed within 30 days of receipt.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2002-2003	5 Day Actual	82%	85%	90%	90%	87%
2003-2004	5 Day Actual	86%	91%	90%	81%	87%
2004-2005	5 Day Actual	84%	78%	83%	79%	81%
2005-2006	5 Day Actual	84%	78%			
	5 Day Baseline	90%	90%	90%	90%	90%



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2002-2003	30 Day Actual	94%	99%	99%	97%	97%
2003-2004	30 Day Actual	94%	99%	98%	93%	96%
2004-2005	30 Day Actual	89%	85%	95%	91%	90%
2005-2006	30 Day Actual	94%	93%			
	30 Day Baseline	100%	100%	100%	100%	100%

FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2004-2005	Combined Total	24,688	22,253	23,782	28,003	24,682
	Processed in 5 Days	20,759	17,463	19,858	21,996	20,019
	Processed in 30 Days	1,281	1,472	2,653	3,380	2,197
	Processed >30 Days	2,648	3,318	1,271	2,627	2,466
2005-2006	Combined Total	25,502	22,655			24,079
	Processed in 5 Days	21,351	17,590			19,471
	Processed in 30 Days	2,682	3,557			3,120
	Processed >30 Days	1,469	1,508			1,489

**CalPERS EFFECTIVENESS MEASURES
SECOND QUARTER
FISCAL YEAR 2005-2006**

SERVICE RETIREMENTS

In the first half of the year, service retirements were paid within the approved service level goal at an average 100% of first retirement payments made within 30 calendar days of effective date for applications without constraints. Performance for applications with constraints averaged 63% within 90 days of retirement date. The most common constraint is members who apply for retirement less than 30 days before the requested retirement date. Approximately 3% of applications faced constraints in the quarter.

Year-to-date performance in retirement adjustments fell short of the baseline (at 88%) due to an emphasis on clearing older cases on hand.

DISABILITY RETIREMENTS

Year-to-date performance of 43% of Disability Validation Team determinations made within 30 days of receipt of all information as well as 31% of all other disability retirement determinations made within six months of receipt of the application did not reach the baselines of 90% and 70%, respectively. During this period, staff focused on the aged cases dated over 18 months. Also, the Section had 12 staff in training and three staff on extended medical leave. On January 3, 2006, we launched an initiative to clear a backlog of disability retirement applications in six months. For disability payments, performance exceeded the baseline by 6%. Disability Validation Team surveillance and investigative reports performance exceeded the baseline at 93%.

POST RETIRED DEATH BENEFIT CLAIMS

At 93%, service level performance for post-retirement death benefits approached the goal of 95% of claims paid within 90 days of notification of death.

PRE RETIREMENT DEATH BENEFIT CLAIMS

For pre-retirement death benefit payments, performance (59%) fell short of the baseline of 75% of claims paid within 90 calendar days of notification of the death. Although benefit information and forms were provided timely to the survivor, the completed application and other required documents were not received by CalPERS in sufficient time to pay 75% of the cases within 90 days of the death notification.

REFUNDS

Effectiveness consistently reaches 100% for refunds.

CALPERS EFFECTIVENESS MEASURES

SERVICE RETIREMENTS

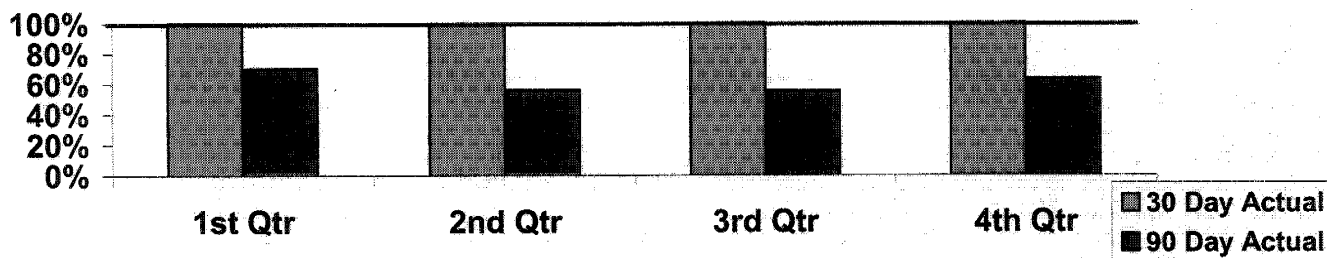
ATTACHMENT A

Title: Service Retirements [a]

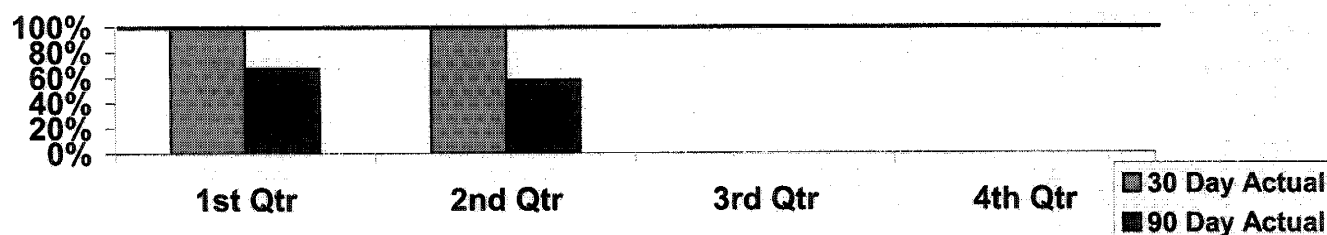
Definition: Make first payment within 30 calendar days of retirement effective date, for **100%** of applicants without constraints.

Definition: Make first payment within 90 calendar days of retirement effective date, for **100%** of applicants with constraints.

Service Retirements [a] FY 2004-2005



Service Retirements [a] FY 2005-2006



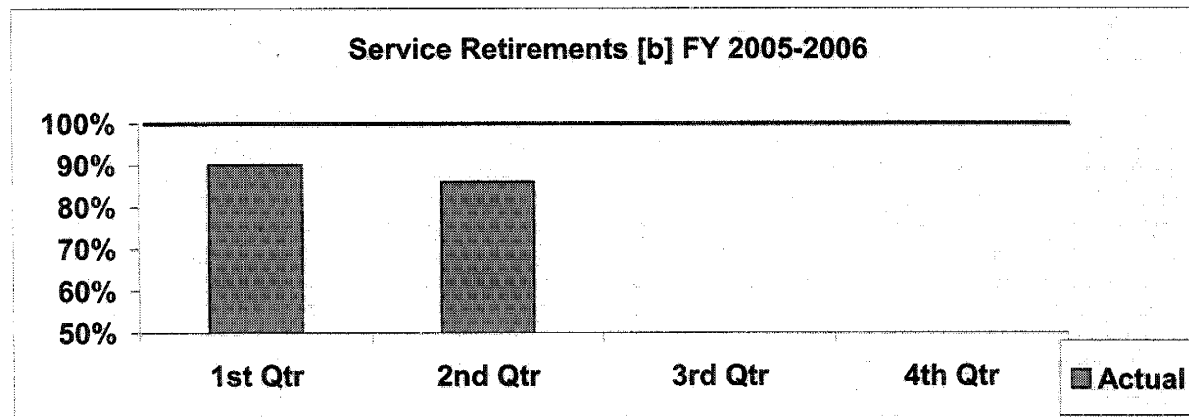
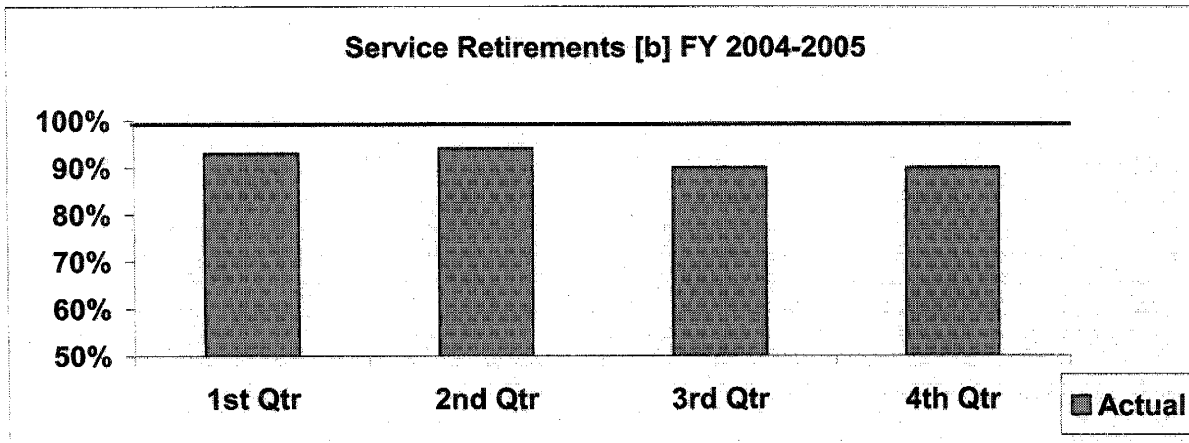
FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2004-2005	30 Day Actual	100%	99%	100%	100%	100%
	90 Day Actual	70%	56%	55%	63%	61%
2005-2006	30 Day Actual	100%	99%			100%
	90 Day Actual	67%	58%			63%
	Baseline	100%	100%	100%	100%	100%

FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2004-2005	Paid in 30 Days	9877	4565	7221	4408	6518
	Total	9897	4596	7249	4426	6542
	Paid in 90 Days	287	227	217	228	240
	Total	408	404	398	364	394
	Combined	10164	4792	7438	4636	6758
	Total	10305	5000	7647	4790	6936
2005-2006	Paid in 30 Days	7968	4643			6306
	Total	7988	4669			6329
	Paid in 90 Days	318	267			293
	Total	476	458			467
	Combined	8286	4910			6598
	Total	8464	5127			6796

CALPERS EFFECTIVENESS MEASURES SERVICE RETIREMENTS

Title: Service Retirements [b]

Definition: Complete **100%** of final adjustments to service retirement benefits within 9 months of retirement effective date.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2004-2005	Actual	93%	94%	90%	90%	92%
	Baseline	100%	100%	100%	100%	100%
2005-2006	Actual	90%	86%			88%
	Baseline	100%	100%	100%	100%	100%

FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2004-2005	Com. Adj.	4386	4490	3952	2735	3891
	Tot. Adj.	4717	4777	4398	3063	4239
2005-2006	Com. Adj.	3407	3308			3358
	Tot. Adj.	3802	3826			3814

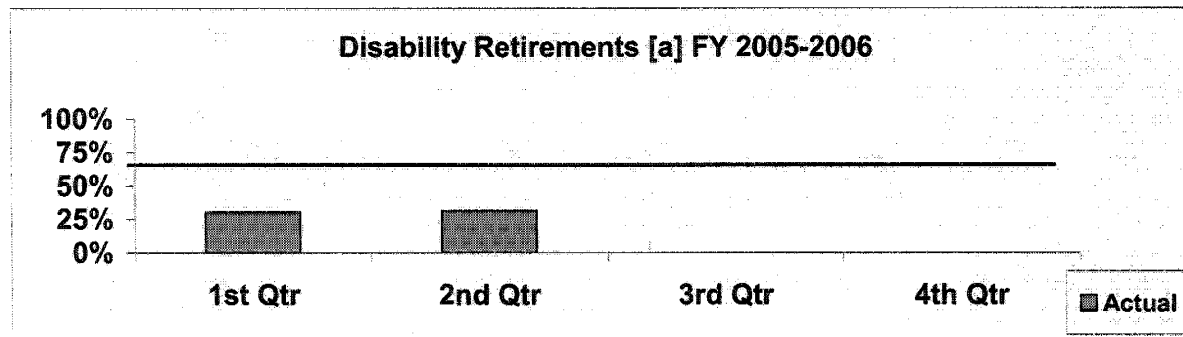
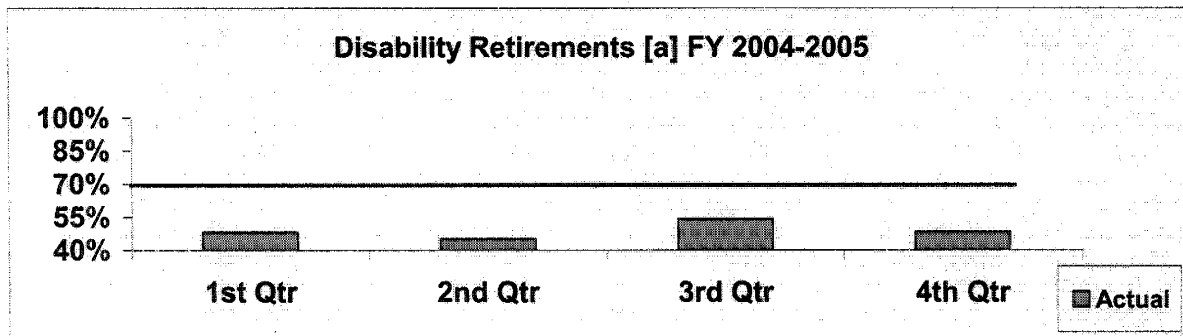
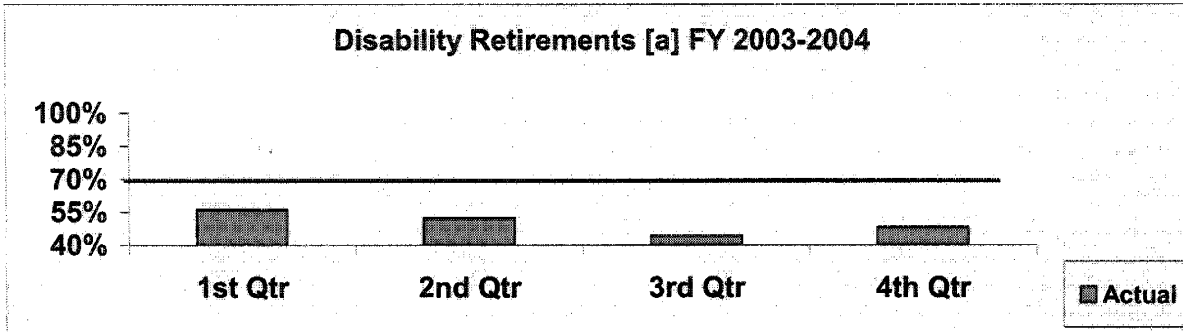
CALPERS EFFECTIVENESS MEASURES

THREE YEAR COMPARISONS

DISABILITY RETIREMENTS

Title: Disability Retirements [a]

Definition: Make determinations regarding approval or disapproval within 6 months of receipt of applications for **70%** of applicants.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Actual	56%	52%	44%	48%	50%
2004-2005	Actual	48%	45%	54%	48%	49%
2005-2006	Actual	30%	31%			31%
	Baseline	70%	70%	70%	70%	70%

FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Made	493	417	413	367	423
	Total	882	799	947	772	850
2004-2005	Made	410	303	173	180	267
	Total	850	668	322	379	555
2005-2006	Made	122	126			124
	Total	411	408			410

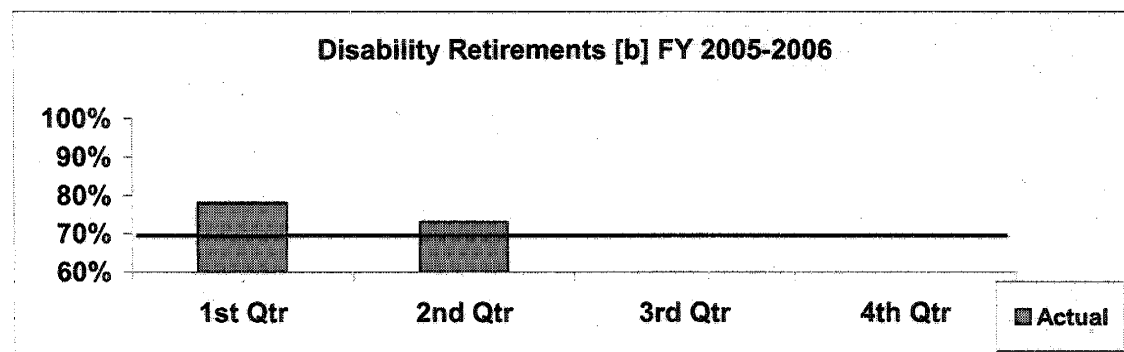
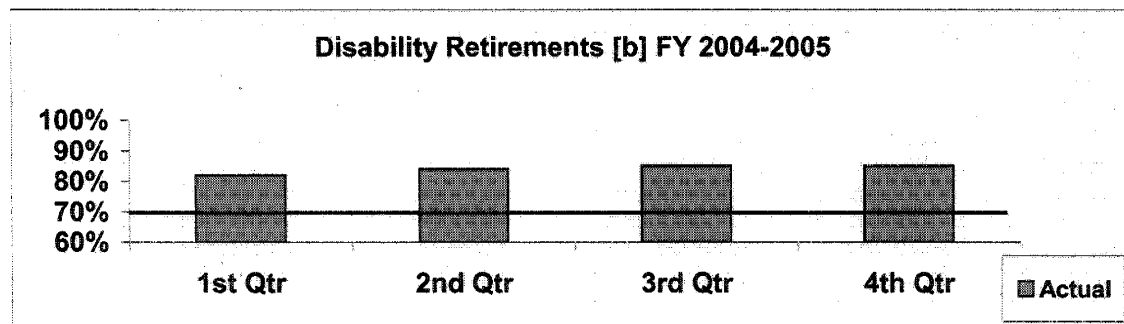
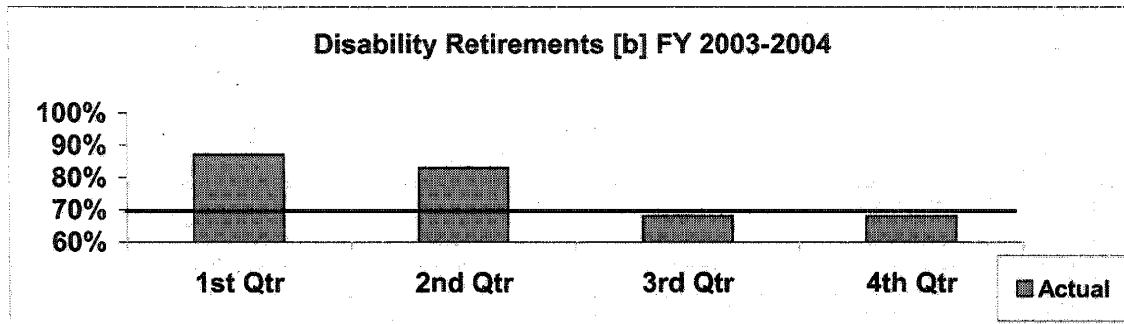
CALPERS EFFECTIVENESS MEASURES

THREE YEAR COMPARISONS

DISABILITY RETIREMENTS

Title: Disability Retirements [b]

Definition: Make first payment within 6 months of retirement effective date for 70% of applicants.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Actual	87%	83%	68%	68%	77%
2004-2005	Actual	82%	84%	85%	85%	84%
2005-2006	Actual	78%	73%			76%
	Baseline	70%	70%	70%	70%	70%

FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Paid	430	446	352	351	395
	Total	491	540	516	513	515
2004-2005	Paid	425	381	281	181	317
	Total	519	453	329	212	378
2005-2006	Paid	193	179			186
	Total	249	245			247

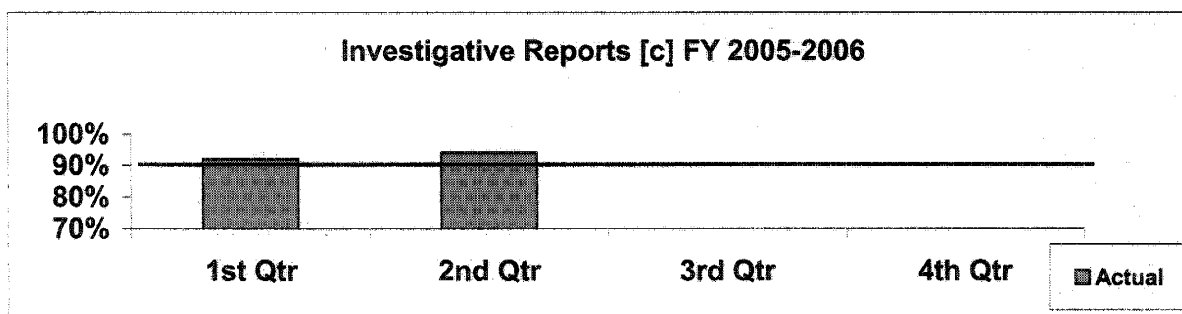
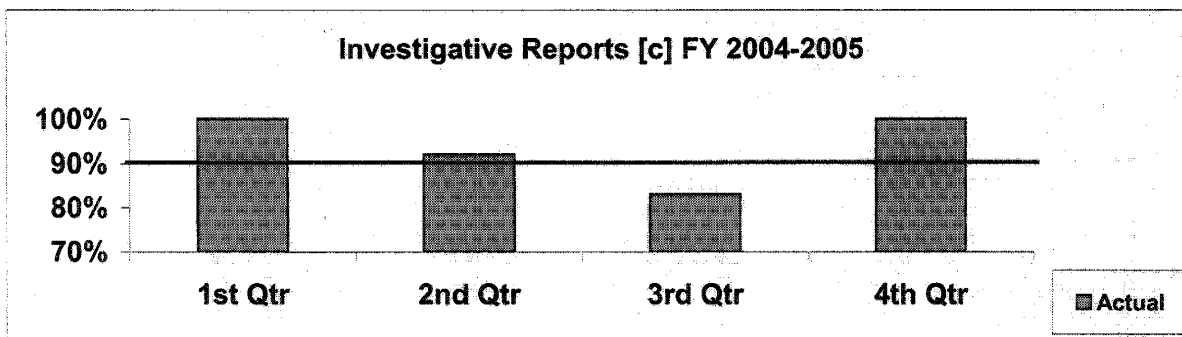
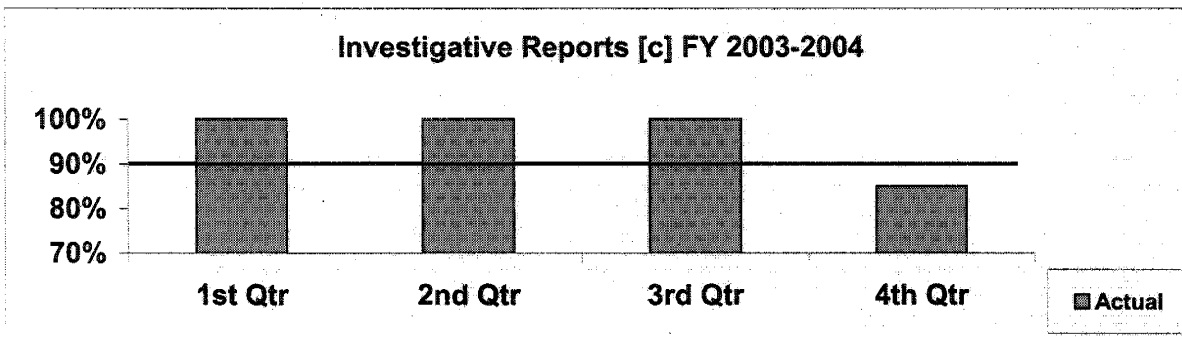
CALPERS EFFECTIVENESS MEASURES

THREE YEAR COMPARISONS

DISABILITY RETIREMENTS

Title: Disability Validation Team Measurement-Timing Factor [c]
(measure added to Disability Retirement Section as 2 [c] in FY 1997-98)

Definition: Complete surveillance and investigative report for **90%** of the Disability Validation Team (DVT) cases assigned to surveillance within 45 days of such an assignment.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Actual	100%	100%	100%	85%	96%
2004-2005	Actual	100%	92%	83%	100%	94%
2005-2006	Actual	92%	94%			93%
	Baseline	90%	90%	90%	90%	90%

FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Complete	6	11	7	17	10
	Total	6	11	7	20	11
2004-2005	Complete	12	12	5	2	8
	Total	12	13	6	2	8
2005-2006	Complete	23	31			27
	Total	25	33			29

CALPERS EFFECTIVENESS MEASURES

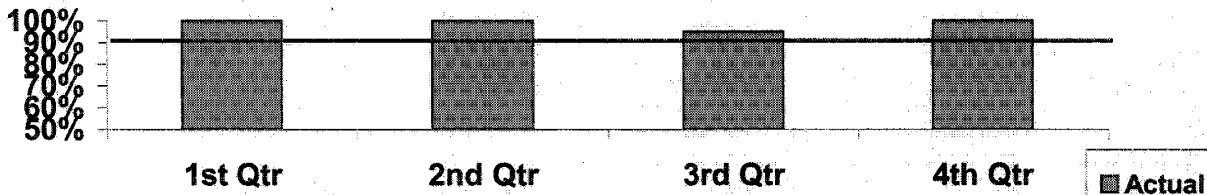
THREE YEAR COMPARISONS

DISABILITY RETIREMENTS

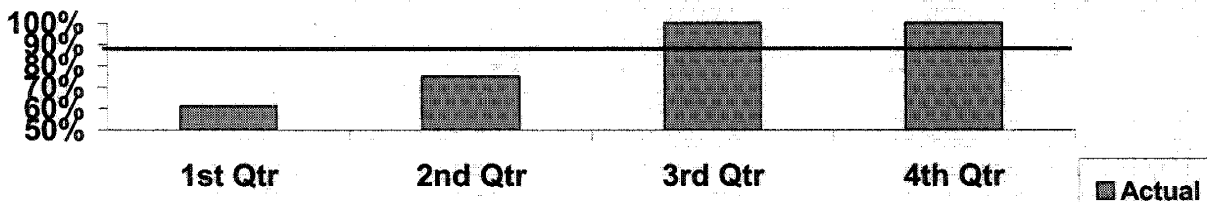
Title: Disability Validation Team Measurement-Timing Factor [d]
(measure added to Disability Retirement Section as 2[d] in FY 1997-98)

Definition: Make decisions approving or denying disability retirement application for 90% of DVT cases within 30 days of receipt of all information.

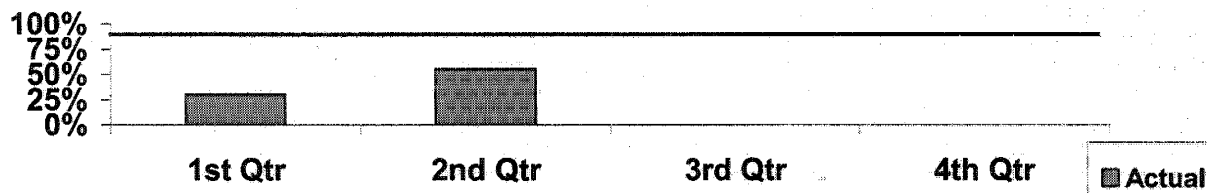
Determinations [d] FY 2003-2004



Determinations [d] FY 2004-2005



Determinations [d] FY 2005-2006



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Actual	100%	100%	95%	100%	99%
2004-2005	Actual	61%	75%	100%	100%	84%
2005-2006	Actual	30%	55%			43%
	Baseline	90%	90%	90%	90%	90%

FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Made	6	8	18	7	10
	Total	6	8	19	7	10
2004-2005	Made	11	3	2	2	5
	Total	18	4	2	2	7
2005-2006	Made	7	11			9
	Total	23	20			22

CALPERS EFFECTIVENESS MEASURES

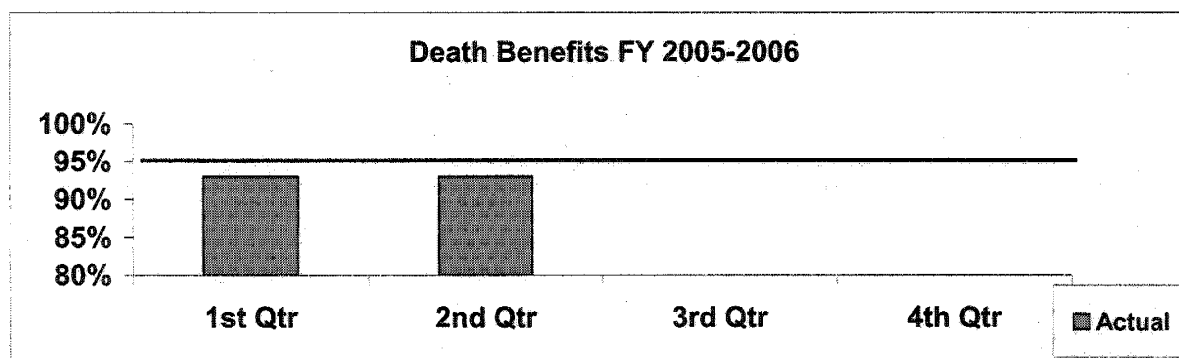
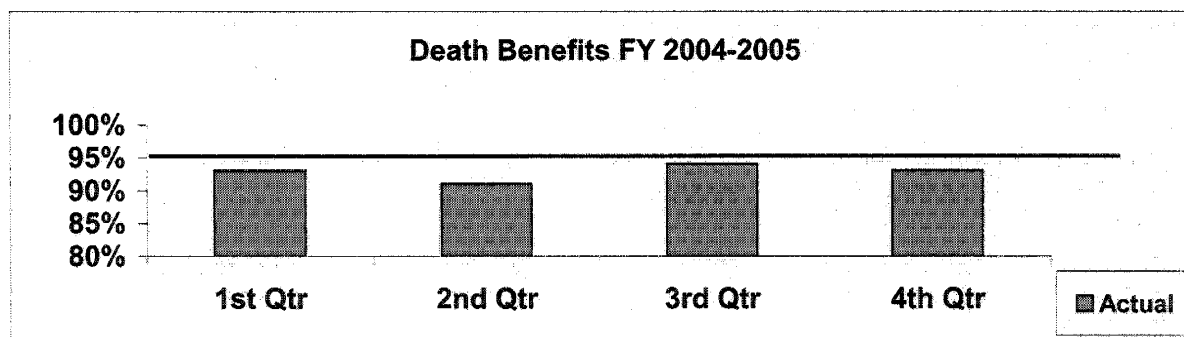
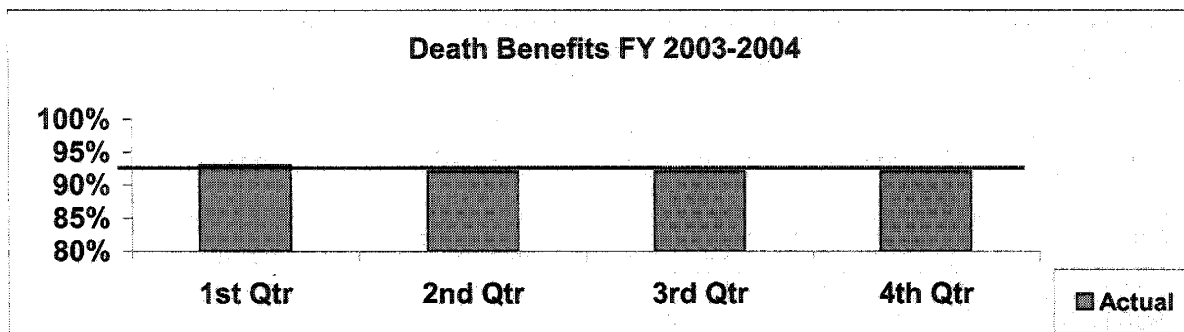
THREE YEAR COMPARISONS

POST RETIRED DEATH BENEFIT CLAIMS

ATTACHMENT A

Title: Death Benefits

Definition: Pay 95% of post retired death benefit claims to eligible beneficiaries/survivors within 90 calendar days of notification of the death.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Actual	93%	92%	92%	92%	92%
2004-2005	Actual	93%	91%	94%	93%	93%
2005-2006	Actual	93%	93%			93%
	Baseline	95%	95%	95%	95%	95%

FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Paid	1024	956	1295	1061	1084
	Total	1097	1037	1403	1156	1173
2004-2005	Paid	1051	1062	1227	1136	1119
	Total	1136	1165	1308	1228	1209
2005-2006	Paid	1048	1063			1056
	Total	1124	1148			1136

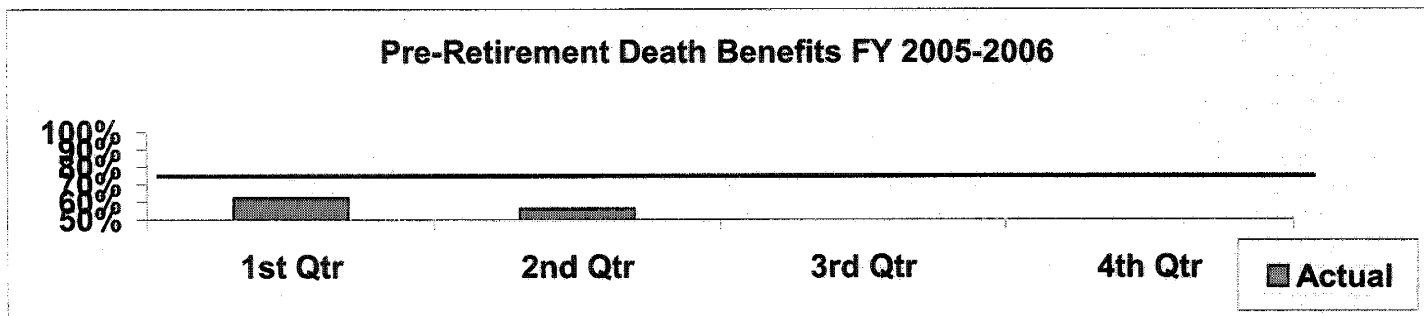
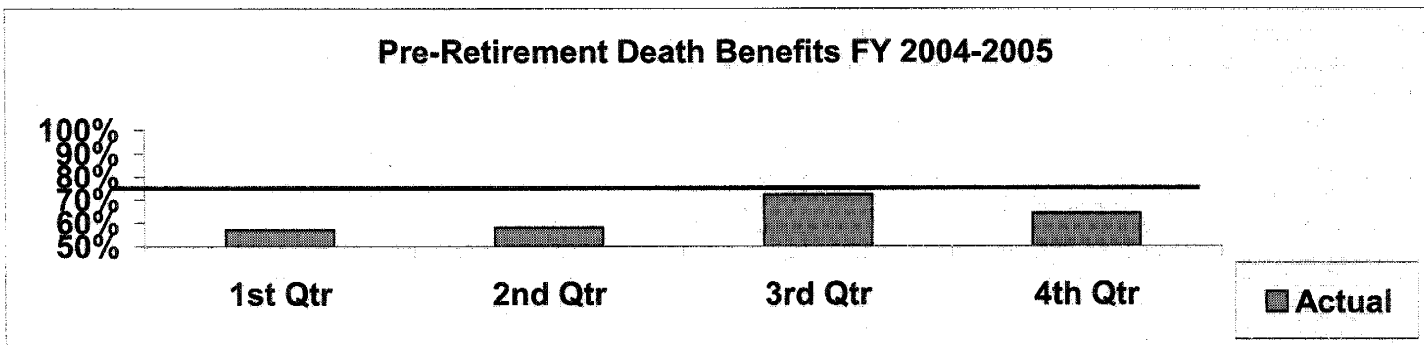
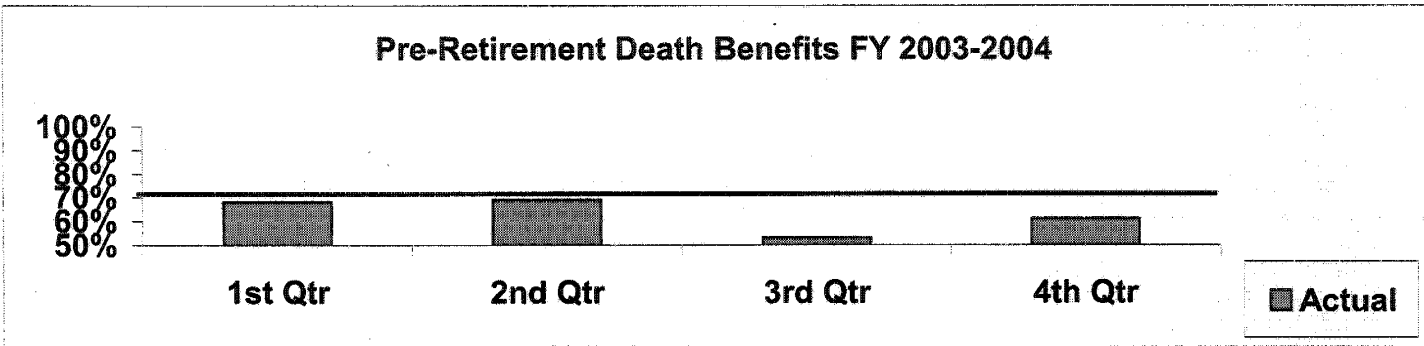
CALPERS EFFECTIVENESS MEASURES

PRE-RETIREMENT DEATH BENEFIT CLAIMS

ATTACHMENT A

Title: Death Benefits

Definition: Pay 75% of pre-retired death benefit claims to eligible beneficiaries/survivors within 90 calendar days of notification of the death.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Actual	68%	69%	53%	61%	63%
2004-2005	Actual	57%	58%	72%	64%	63%
2005-2006	Actual	62%	56%			59%
	Baseline	75%	75%	75%	75%	75%

FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Paid	26	25	26	28	26
	Total	38	36	49	46	42
2004-2005	Paid	24	33	36	28	30
	Total	42	57	50	44	48
2005-2006	Paid	31	27			29
	Total	50	48			49

CALPERS EFFECTIVENESS MEASURES

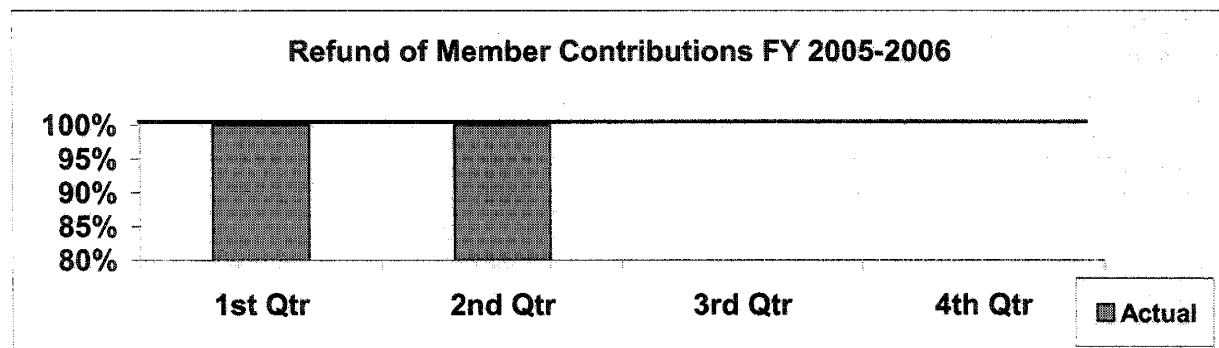
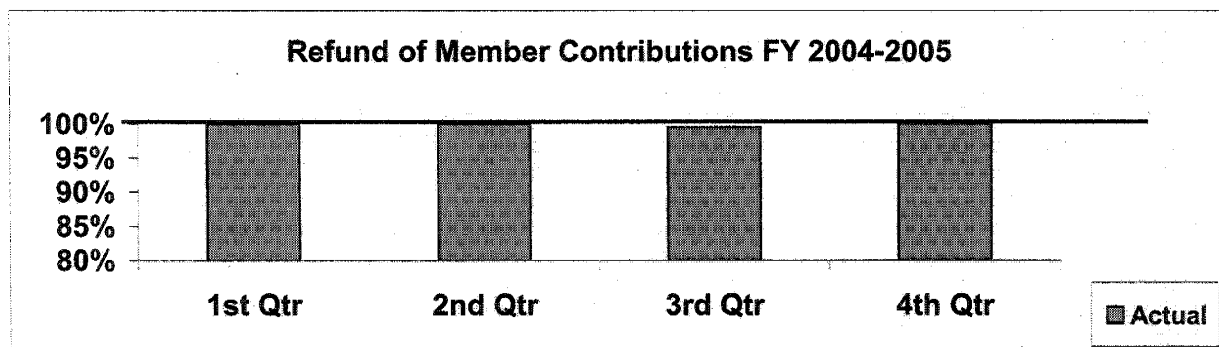
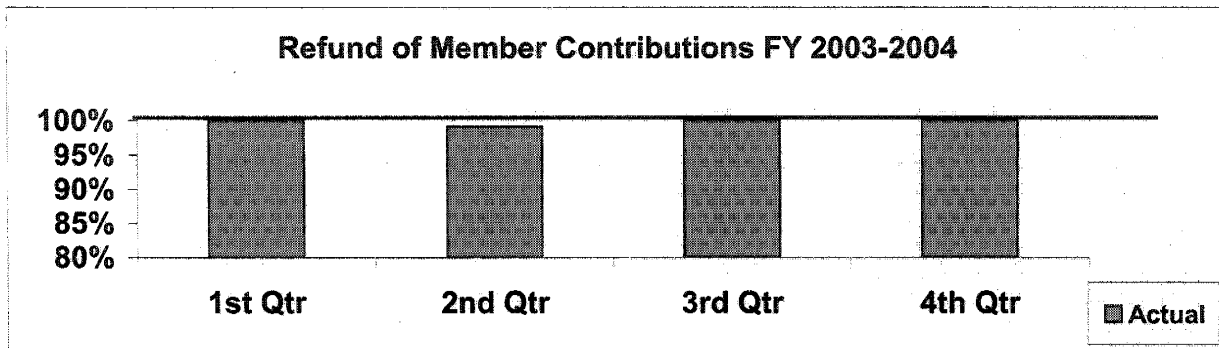
THREE YEAR COMPARISONS

REFUND OF MEMBER CONTRIBUTIONS

ATTACHMENT A

Title: Refund of Member Contributions

Definition: Pay 100% of first refunds to eligible members within 30 calendar days of receipt of valid election.



FY	Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Actual	100%	99%	100%	100%	100%
2004-2005	Actual	100%	100%	100%	100%	100%
2005-2006	Actual	100%	100%			100%
	Baseline	100%	100%	100%	100%	100%

FY	Counts	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Cum. Avg.
2003-2004	Paid	3574	4137	5425	3877	4253
	Total	3580	4185	5451	3889	4276
2004-2005	Paid	4241	4338	4819	3867	4316
	Total	4247	4346	4845	3884	4330
2005-2006	Paid	4528	3929			4229
	Total	4548	3934			4241

CalPERS EFFECTIVENESS MEASURES

Second Quarter Workflow

Fiscal Year 2005 - 2006

Measurements

Correspondence:

The Second Quarter of Fiscal Year 2005 – 2006, the CalPERS Customer Contact Center showed improvement in the completion at initial point of contact and in completion within 5 days.

The following is a comparison between First Quarter and Second Quarter for Fiscal Year 2005 – 2006:

	First Quarter	Second Quarter
• Completed at initial point of contact:	59%	62%
• Completed within 5 business days:	91%	92%
• Completed within 10 business days:	99%	95%

E-Mail:

The Second Quarter of Fiscal Year 2005 – 2006, the CalPERS Customer Contact Center showed improvement in all Effective Measures for e-mail.

The following is a comparison between First Quarter and Second Quarter for Fiscal Year 2005 – 2006:

	First Quarter	Second Quarter
• Completed at initial point of contact:	59%	62%
• Completed within 5 business days:	79%	90%
• Completed within 10 business days:	91%	98%

With the redirection of resources to the disability queue, the CalPERS Customer Contact Center will be monitoring workflow progress and expects to see continued improvements.

Enterprise Contact Center

Goals and Objectives

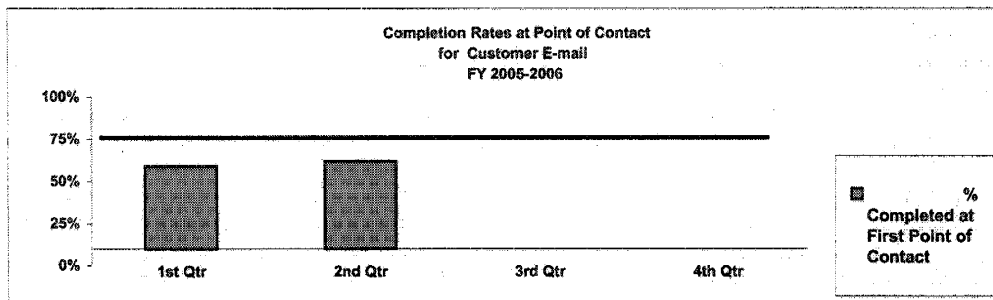
Email	Received	Completed	% Completed at Initial Point of contact	% Completed within 5 Days	Number completed within 5 days	% Completed within 10 Days	# Completed within 10 days
Month	2,354	1,428	61%	91%	1,300	93%	1,335
YTD	16,680	10,096	61%	85%	8,542	93%	9,438
Goal			75%	80%		100%	

Correspondence	Received	Completed	% Completed at Initial Point of contact	% Completed within 5 Days	Number completed within 5 days	% Completed within 10 Days	# Completed within 10 days
Month	1,804	1,100	61%	88%	971	89%	977
YTD	11,046	7,825	61%	91%	7,121	97%	7,590
Goal			60%	80%		100%	

ATTACHMENT A

Title: E-mail

Goal: FY 2005-2006: 75% of all customer e-mail inquiries will be completed at the first point of contact.
80% of customer based e-mail completed at the initial point of contact will be completed within 5 business days.

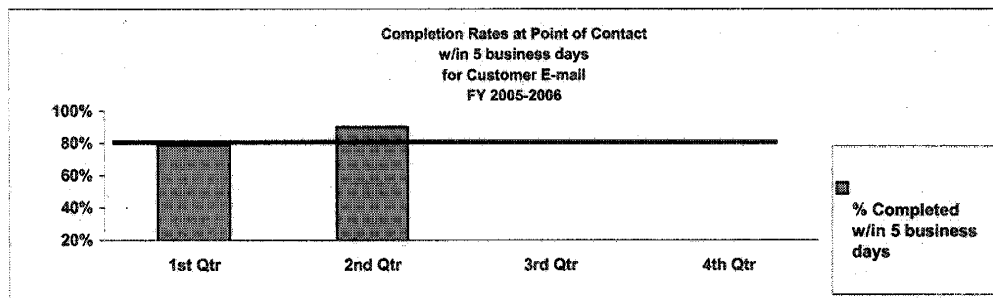


**FY 2005-2006
% Completed at First Point of Contact**

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	59%	62%		
Baseline	75%	75%	75%	75%

**FY 2005-2006
Amount of Email Received/Completed**

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Received	8620	8060		
Completed	5086	5036		



**FY 2005-2006
% Completed w/in 5 business days**

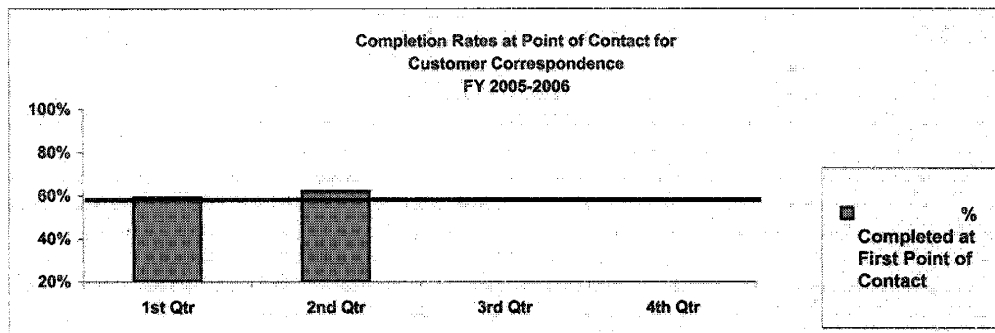
Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	79%	90%		
Baseline	80%	80%	80%	80%

**FY 2005-2006
Amount of Email Completed w/in 5 Business Days**

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	4018	4524		

Title: **Correspondence**

Goal: FY 2005-2006: 60% of all customer correspondence inquiries will be completed at the first point of contact. 80% of customer based correspondence completed at the initial point of contact will be completed within 5 business days.



FY 2005-2006

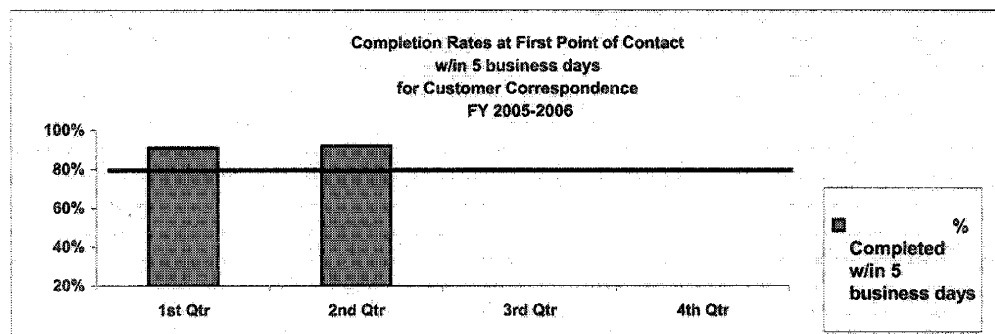
% Completed at First Point of Contact

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
<i>Actual</i>	59%	62%		
<i>Baseline</i>	60%	60%	60%	60%

FY 2005-2006

Amount of Correspondence Received/Completed

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
<i>Received</i>	5958	5088		
<i>Completed</i>	3515	3184		



FY 2005-2006

% Completed w/in 5 business days

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
<i>Actual</i>	91%	92%		
<i>Baseline</i>	80%	80%	80%	80%

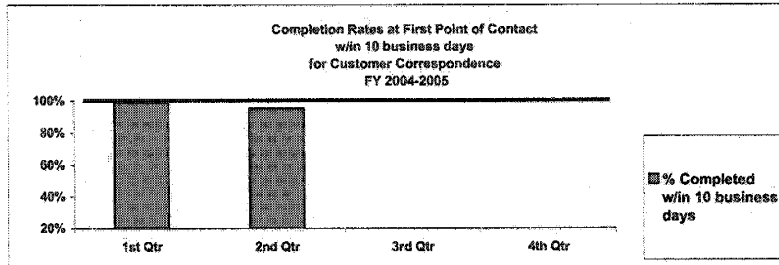
FY 2005-2006

Amount of Correspondence Completed w/in 5 Business Days

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
<i>Actual</i>	3199	2930		

Title: Correspondence

Goal: FY 2005-2006: 100% within 10 working days.



FY 2005-2006

% Completed w/in 10 business days

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	99%	95%		
Baseline	100%	100%	100%	100%

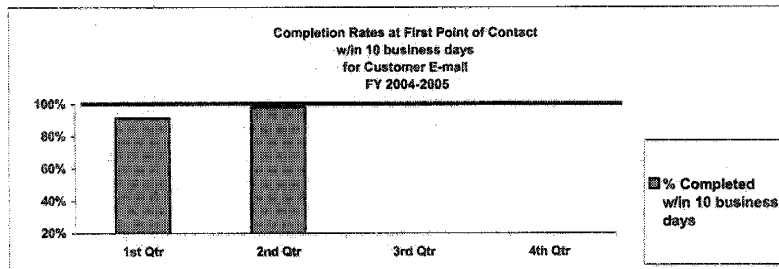
FY 2005-2006

Amount of Correspondence Completed w/in 10 Business Days

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	3480	3013		

Title: E-mail

Goal: FY 2004-05: 100% within 10 working days.



FY 2005-2006

% Completed w/in 10 business days

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	91%	98%		
Baseline	100%	100%	100%	100%

FY 2005-2006

Amount of E-mail Completed w/in 10 Business Days

Period	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Actual	4628	4938		

CalPERS EFFECTIVENESS MEASURES

Telephones Second Quarter Fiscal Year 2005-2006

Measurements

The Second Quarter of Fiscal Year 2005-2006, the CalPERS Customer Contact Center was offered 185,644 calls.

The following is a comparison between First Quarter and Second Quarter for Fiscal Year 2005-2006:

Fiscal Year 2005-2006	First Quarter	Second Quarter
• Average Queue Time	10:52	9:10
• Call Answer Rate	75%	78%
• Call Closure Rate	86%	90%
• Call Abandon Rate	25%	22%

The CCCC, in partnership with the Disability Unit, has created a separate queue to handle the more difficult disability calls. The agents assigned to this queue have received specialized training with the intent to decrease the workload and free up resources for the Disability Unit to address case load backlogs.

There were 9 vacancies that were filled during the Second Quarter of Fiscal Year 2005-2006 and these agents have now completed training. The CalPERS Customer Contact Center (CCCC) is now hiring 9 additional students to assist with the phone volume. The CCCC anticipates that Service Levels will continue to improve with the additional staff, improved communication from the program areas and the Disability queue.

Enterprise Contact Center

Report Period: Dec-05

Goals and Objectives

	Calls Offered	Calls Answered	Calls Abandoned	Calls Closed	IE
Month	57,387	44,132	13,255	42,369	1,763
YTD	389,587	296,622	92,965	261,558	35,064

	Monthly Average	Time	Goal
Month	Queue Time	9:41	2:30
YTD	Queue Time	10:00	2:30

Monthly Average	%	Goal	YTD %
Call Answer Rate	77%	95%	76%
Call Closure Rate	96%	95%	88%
Call Abandoned Rate	23%	2% - 7%	24%

How Monthly Averages are Calculated

Call Answer Rate:	Calls Answered	÷	Calls Offered	= %
Closure Rate:	Calls Closed	÷	Calls Answered	= %
Abandoned Rate:	Calls Abandoned	÷	Calls Offered	= %

Enterprise Contact Center

Report Period: 2nd Qtr 2005-2006

Goals and Objectives

	Calls Offered	Calls Answered	Calls Abandoned	Calls Closed	IE
Qtr 2	185,644	144,264	41,380	130,523	13,741
	Monthly Average	Time	Goal		
Qtr 2	Queue Time	9:10	2:30		

Monthly Average	%	Goal
Call Answer Rate	78%	95%
Call Closure Rate	90%	95%
Call Abandoned Rate	22%	2% - 7%

How Monthly Averages are Calculated

Call Answer Rate:	Calls Answered	÷	Calls Offered	= %
Closure Rate:	Calls Closed	÷	Calls Answered	= %
Abandoned Rate:	Calls Abandoned	÷	Calls Offered	= %

**Enterprise Fiscal
2005-2006**

ATTACHMENT A

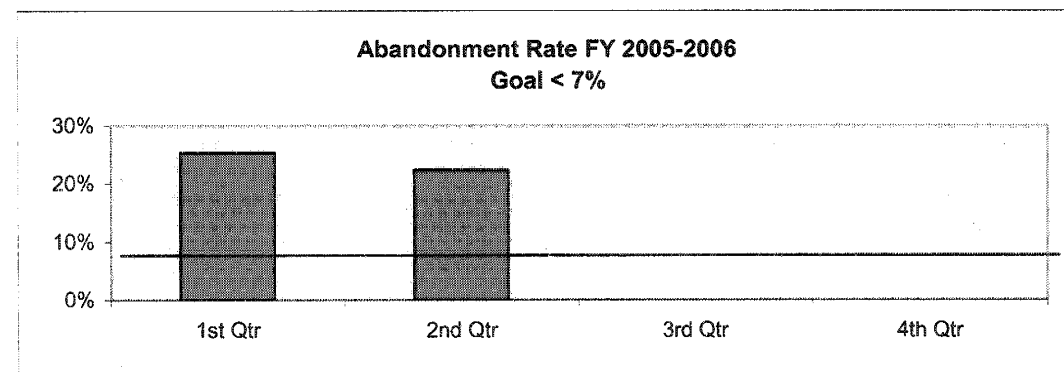
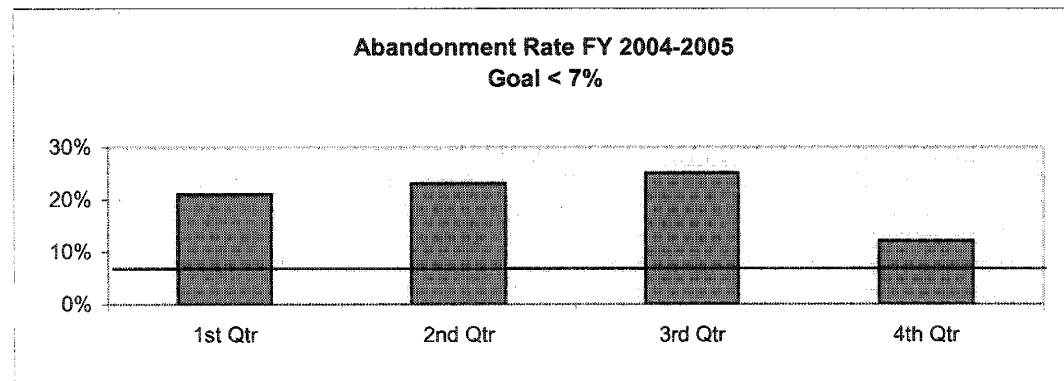
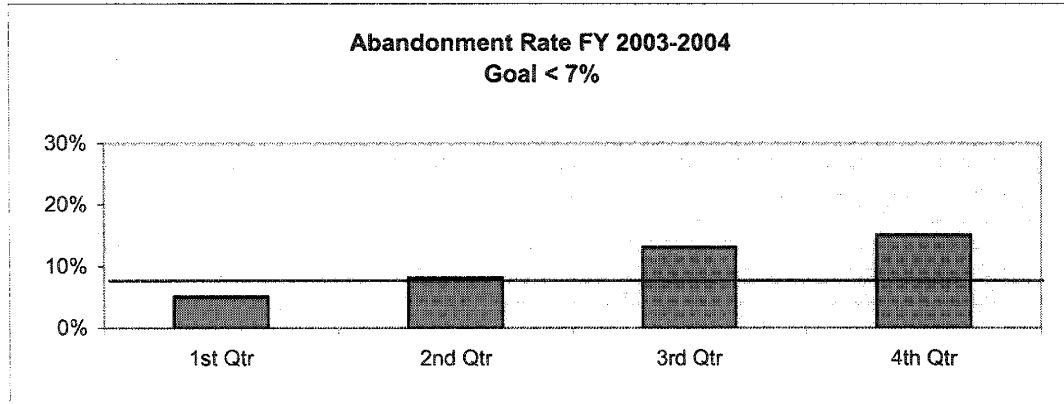
	Calls Offered	Calls Answered	Calls Abandoned	Calls Closed	IE'S	Average Queue Time	Call Answer Rate	Call Closure Rate	Call Abandoned Rate
July	58,002	47,157	10,845	40,787	6,370	8:43	81%	86%	19%
August	74,125	54,198	19,811	46,482	7,716	11:25	73%	86%	27%
September	71,816	51,003	20,813	43,766	7,237	12:18	71%	86%	29%
October	61,995	51,777	10,218	44,420	7,357	7:14	84%	86%	16%
November	66,262	48,355	17,907	43,734	4,621	10:35	73%	90%	27%
December	57,387	44,132	13,255	42,369	1,763	9:41	77%	96%	23%
January	0	0	0	0	0	0:00	#DIV/0!	#DIV/0!	#DIV/0!
February	0	0	0	0	0	0:00	#DIV/0!	#DIV/0!	#DIV/0!
March	0	0	0	0	0	0:00	#DIV/0!	#DIV/0!	#DIV/0!
April	0	0	0	0	0	0:00	#DIV/0!	#DIV/0!	#DIV/0!
May	0	0	0	0	0	0:00	#DIV/0!	#DIV/0!	#DIV/0!
June	0	0	0	0	0	0:00	#DIV/0!	#DIV/0!	#DIV/0!
Total	389,587	296,622	92,849	261,558	35,064	10:00	76%	88%	24%

CALPERS EFFECTIVENESS MEASURES

TELEPHONE CALLS - ABANDONMENT RATE

Title: **Abandonment Rate**

Goal: FY 2003-04: Monthly call volumes of 70,000 or less, no more than 2%
 Monthly call volumes of 70,000 or more, no more than 7%
 FY 2004-05: Monthly call volumes of 70,000 or less, no more than 2%
 Monthly call volumes of 70,000 or more, no more than 7%
 FY 2005-06: Monthly call volumes of 70,000 or less, no more than 2%
 Monthly call volumes of 70,000 or more, no more than 7%

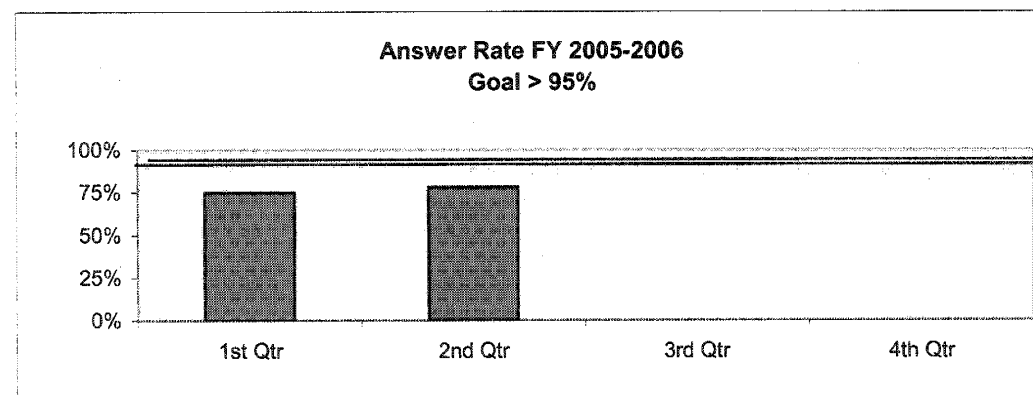
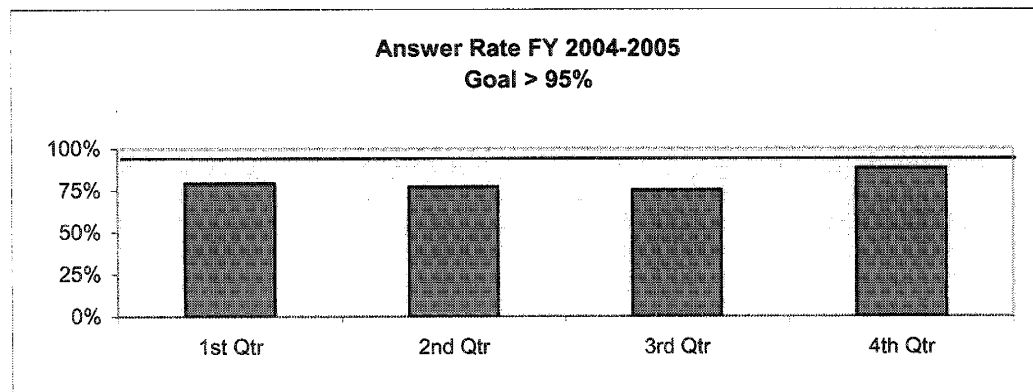
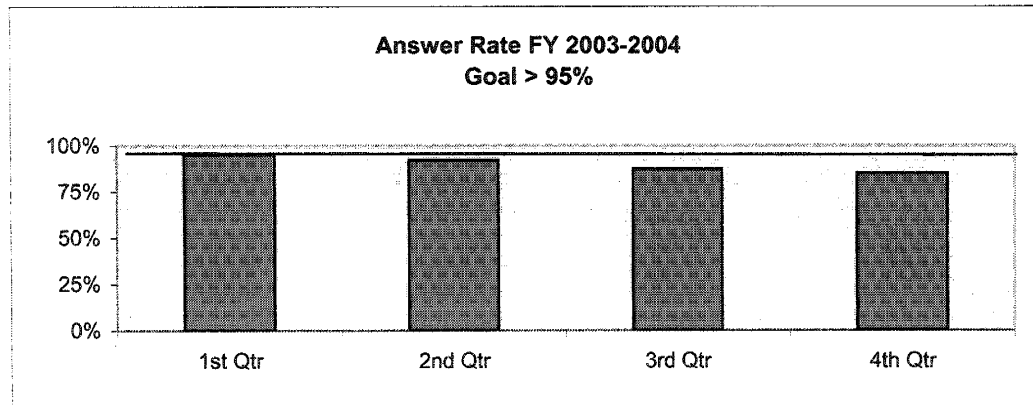


FY	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
2003-2004	5%	8%	13%	15%
2004-2005	21%	23%	25%	12%
2005-2006	25%	22%	#DIV/0!	#DIV/0!

CALPERS EFFECTIVENESS MEASURES TELEPHONE CALLS - ANSWER RATE

Title: **Answer Rate**

Goal: FY 2003-04: Answer 95% of calls received
 FY 2004-05: Answer 95% of calls received
 FY 2005-06: Answer 95% of calls received

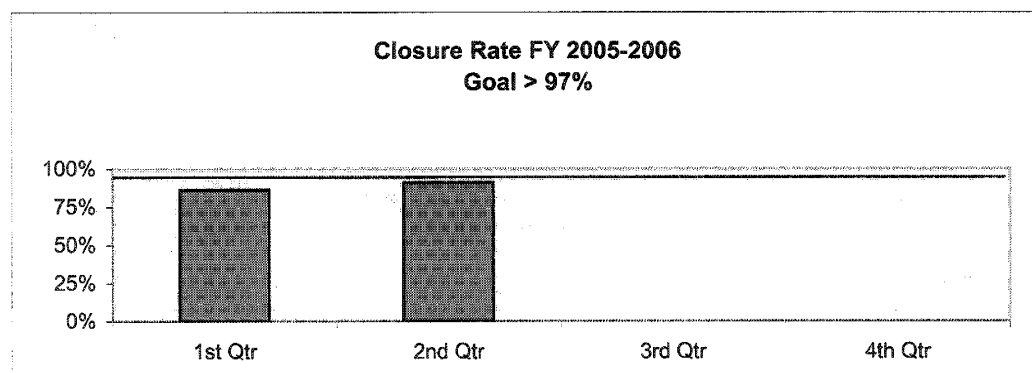
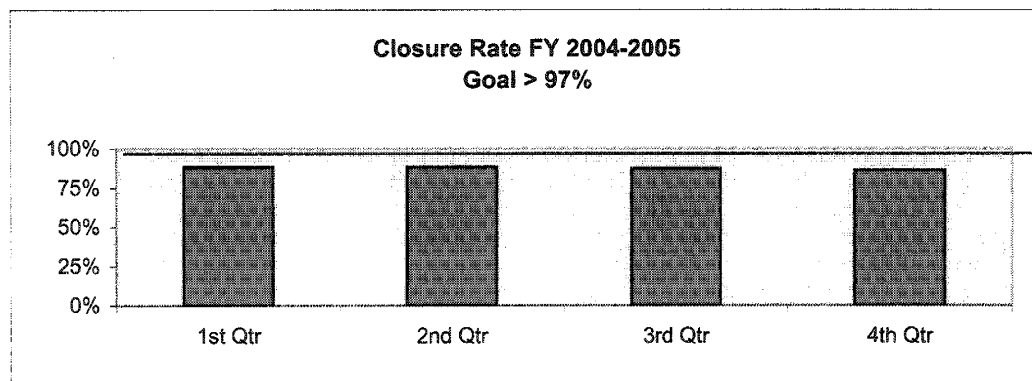
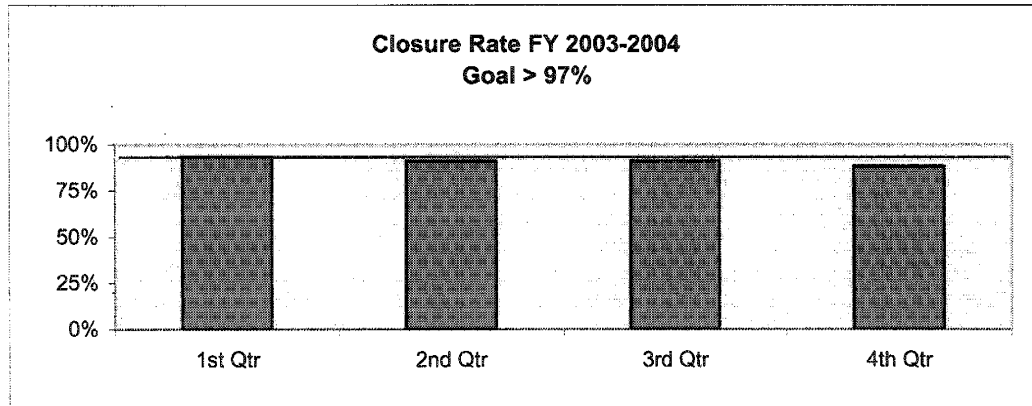


FY	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
2003-2004	95%	92%	87%	85%
2004-2005	79%	77%	75%	88%
2005-2006	75%	78%	#DIV/0!	#DIV/0!

CALPERS EFFECTIVENESS MEASURES TELEPHONE CALLS - CLOSURE RATE

Title: **Closure Rate**

Goal: FY 2003-04: Close 97% of the calls received on the first point of contact
 FY 2004-05: Close 97% of the calls received on the first point of contact
 FY 2005-06: Close 97% of the calls received on the first point of contact

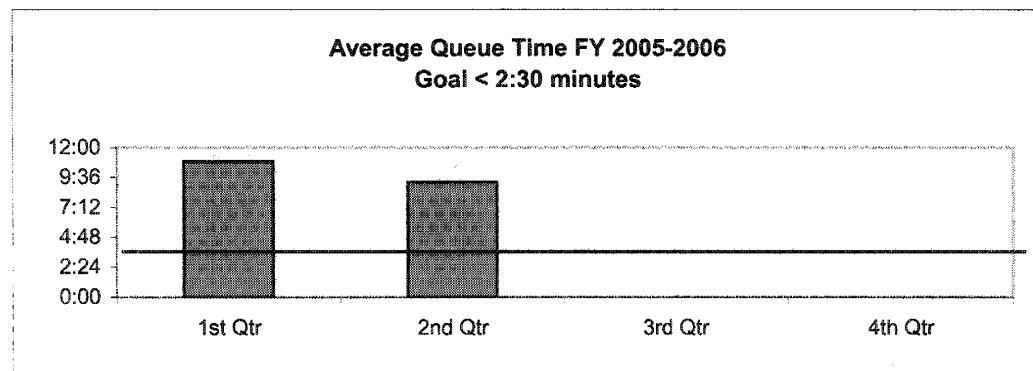
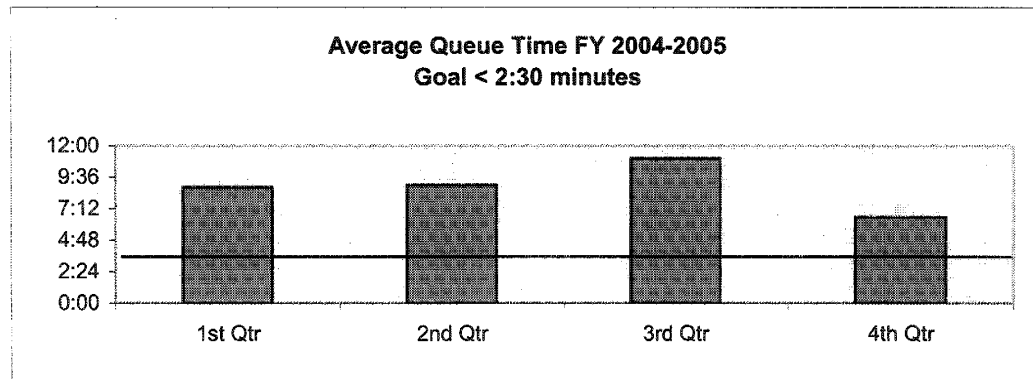
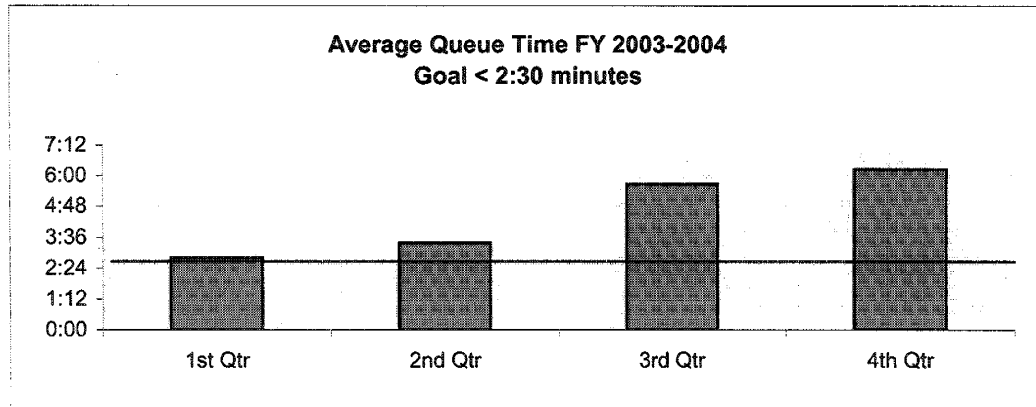


FY	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
2003-2004	93%	91%	91%	88%
2004-2005	88%	88%	87%	86%
2005-2006	86%	90%	#DIV/0!	#DIV/0!

CALPERS EFFECTIVENESS MEASURES TELEPHONE CALLS - AVERAGE QUEUE TIME

Title: **Average Queue Time**

Goal: FY 2003-04: Average Queue Time < 2:30 minutes
 FY 2004-05: Average Queue Time < 2:30 minutes
 FY 2005-06: Average Queue Time < 2:30 minutes



FY	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
2003-2004	2:48	3:22	5:39	6:14
2004-2005	8:48	8:58	11:00	6:32
2005-2006	10:52	9:10	0:00	0:00

CCCC Customer Satisfaction Survey Results

December 2005 Report

Surveys Mailed To Date = 47,055
 Surveys Returned To Date = 9,431
 Customer Response Rate = 5%

Key

1 = Very Unsatisfied	4 = Satisfied
2 = Unsatisfied	5 = Very Satisfied
3 = Neutral	

Service Areas Measured	12/1/2005 to 12/31/2005	1/25/2005 to 12/31/2005 (Full Report)
I. Overall Service Rating – 4.5 Goal		
1) Overall satisfaction of services provided by the CCCC	3.9	4
II. IVR Service Rating – 4.5 Goal		
1) Ease of Use	3.2	3.3
2) Availability of Information	3.2	3.3
3) Available features	3.2	3.3
Overall =	3.2	3.3
III. Agent Service Rating – 4.8 Goal		
1) Knowledge of CalPERS benefits and programs	4.2	4.3
2) Understanding of the reason you called	4.3	4.3
3) Timely and efficient processing of your transaction	4.1	4.1
4) Politeness and professionalism	4.5	4.5
Overall =	4.3	4.3